

1615 - FLEET SERVICE REPRESENTATIVE

NATURE OF WORK

Multi functional position that performs difficult technical and routine administrative work in the coordination of vehicle service and parts, including tracking the flow from entry point to the ready line. Maintains vehicle, parts, labor, sublet, and warranty records in the fleet management system. Customer service is the top priority job. Implement a new spirit of cooperation and encourage teamwork towards a common goal of customer satisfaction. Managing the flow of vehicles from entry point to ready line, while coordinating customer complaints, scheduling mechanics labor hours and acquiring parts in a timely manner, including parts inventory tracking. Schedules work with outside vendors and ensure timeliness and quality expectations are met.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Analyze and assign customer vehicle repair complaints to mechanics and enters data into the fleet management system.
Prepare mechanic assignment schedule log, prioritizing workload and ensuring no conflicts.
Generate and schedule proactive vehicle preventive maintenance reports in the fleet management system.
Test drive and quality check fleet vehicle/equipment.
Generate awaiting on parts report daily, and follow up with the fleet warehouse personnel.
Enter new vehicle information into the fleet management system.
Identify warranty issues relating to vehicles and parts.
Input vendor invoices into the fleet management system.
Record all parts received into the inventory (Fleet) management system.
Track parts received and issued in the fleet management system.
Track vehicle status from entry point to ready line.
Locate and purchase necessary parts for repairs and inventory.
Maintain inventory levels and ensure that the inventory represents the current fleet.
Eliminate obsolete items and ensure that product does not exceed its shelf life.
Responds to manufacturer recall and ensure vehicles are available to dealers as necessary.
Prepare the warehouse for quarterly checks and annual inventory.
Develop inventory thresholds levels that ensure parts availability.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of automotive equipment, maintenance and repair.
Considerable knowledge of the operation of a wide variety of automotive equipment.
Ability to understand and follow oral and written instructions.
Ability to work effectively with coworkers, other City workers, and the general public.
Ability to write legibly.

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Ability to type.

Ability to prepare and document required requested data within a limited time frame.

Ability to work independently and make decisions in accordance with City policies and procedures.

Familiar with warranty claim procedures.

Knowledge of computers, word processing and spreadsheet software.

MINIMUM REQUIREMENTS

One (1) year experience in a customer service fleet environment. One (1) year experience in automotive inventory control. Ability to lift up to 30 pounds. Driver's license. Shift work including nights, weekends, and holidays.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, spreadsheet, calculator, copier, and fax machine. Knowledge of fork lift operation with occasional walking, moving, climbing, carrying, bending, kneeling, crawling reaching, handling, sitting, standing pushing, pulling and lifting (30 lbs.). Work is occasionally performed in various weather conditions, that being exposed to heat, humidity, cold, wet and windy weather. Work is occasionally performed under hazardous conditions, i.e., close quarters or near chemicals.

SUPERVISION RECEIVED

Work is performed under regular supervision.

SUPERVISION EXERCISED

Supervision may be exercised over subordinate personnel.

Dev. 11/98